# REPORT OF THE TRUSTEES AND AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

**FOR** 

ST. CUTHBERT'S HOSPICE DURHAM

Ribchesters Group Limited, Chartered Accountants and Registered Auditors Finchale House Belmont Business Park Durham DH1 1TW

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### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

### **OBJECTIVES AND ACTIVITIES**

# Objectives and aims

The Charity's Objects, as set out in the Articles of Association are:

To promote the relief of sickness of persons from County Durham and the North East of England generally suffering from a life-limiting or other illness and the provision of care and support to their families and carers, and the advancement of health and education by the promotion and development of knowledge, attitudes and behaviours which enable people to prepare for death and/or live with life-limiting illnesses.

### Strategic goals

In furtherance of these Objects, the Trustees have determined five strategic goals:

To enable people at the very end of life to achieve a good death in the place of their choosing.

To enable people living with a life-limiting illness who use Hospice services to live well and make every day count.

To provide the information and support that carers of people with life-limiting illnesses need to provide the care they want to provide.

To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one.

To break down the taboos associated with dying, death, loss and grief.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

### **OBJECTIVES AND ACTIVITIES**

#### Activities

We provide a 10-bedded In-patient Unit providing care for guests (patients, and their families and carers) who need a break and can benefit from the specialist care we provide, for guests who are at a point in their illness where they need help to manage their symptoms and can benefit from the specialist interventions we can offer, and for guests who are at the end of life and need the support that St Cuthbert's can provide to ensure they can die peacefully, with dignity and with their needs and wishes met as far as is possible.

Care in the unit is provided by a specialist team of doctors, nurses, healthcare assistants and other clinical and non-clinical specialists, as well as volunteers, who work together as a team to provide the best care we can.

We do this because we want to make the end of a person's life as comfortable as possible. This is done by attempting to relieve pain and other distressing symptoms while providing psychological, social and spiritual support. Carers and family are also offered emotional and spiritual support. This is called an 'holistic' approach to care. Our in-patient unit is smaller and quieter than a hospital and feels more like a home. Because of our size, because of our ethos, and because of the experience and training of our staff and volunteers, we can provide individual care more suited to the person in a gentler and calmer atmosphere.

We run Day Care Services for people who want to remain at home but want to visit the Hospice during the day. We can give them the care and support they need without them having to move from home. A key part of this service is the Living Well Centre.

Care in the Living Well Centre is provided by a small healthcare team and with the support of a large team of volunteers. Input is also provided by all the other specialist staff in the Hospice who can be called upon to help meet the particular needs of individual guests, including physiotherapists, an occupational therapist and complementary therapists. Each guest has a personal care plan that aims to meet their individual needs through a range of activities and interventions.

In the Living Well Centre, guests are able to access more services than they could if they were at home. These include creative and complementary therapies and rehabilitation, as well as nursing and medical care. They also meet other patients and can gain great emotional and social support from people who are having similar experiences.

We run a bereavement support service for the families and carers of people with life-limiting illnesses. This involves giving practical and counselling support both through their loved-one's illness and through the early stages of bereavement, typically for up to 12 months. This service is provided by both paid staff and volunteers. The Bereavement Support Team also delivers a specialist service for bereaved children and young people.

In addition, bereavement pre-disposes people to physical and mental ill-health and so ongoing support can help to ensure the health and well-being of our community. Moreover, as with other parts of our work, volunteers who give of themselves and offer their time to support bereaved people are involved as compassionate citizens and so help build more compassionate communities.

Also in Day Services there is a professional social work team and a volunteer chaplain in the team who provide practical, emotional and spiritual support to patients and families.

We do this because from the very beginning of the Hospice movement, care for the family both before and after death has been a critical component. Dame Cicely Saunders said, "How someone dies remains in the memory of those who live on".

We offer access to our specialist knowledge to people involved in delivering palliative and end of life care in other settings. This can range from the provision of telephone support, to attendance by one of the Hospice's team at a team meeting of another care provider, to opening up our staff and volunteer training to other providers and hosting training in palliative care skills and knowledge.

We employ a Community Liaison Officer whose role is to create public discussion about death, dying, grief and loss and to assist local communities to provide effective support with life-limiting illnesses.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

# **OBJECTIVES AND ACTIVITIES**

We also provide a specialist service for people living with dementia and their carers. We employ a specialist dementia care nurse. This nurse, an Admiral Nurse, works in the Hospice and in the community to promote end of life care for people with advanced dementia. We have also developed a programme of support called Namaste Care which is delivered mainly in the homes of people living with dementia. The Namaste approach is an internationally recognised and structured programme of care developed by Professor Joyce Simard in the USA in 2003. It integrates compassionate nursing care with individualised, meaningful activities for those living with advanced dementia. It offers individuals dignity, comfort, and a greater sense of well-being and reduces isolation for them, their families and carers.

### Mission, Vision and Values

Overall, our **mission** is to make every day count for those affected by life-limiting illnesses. Our **vision** is to be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them. Our **values** are Professionalism, Respect, Choice, Compassion, Integrity, Reputation.

### Philosophy of Care

We have adopted the following philosophy of care statement:

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham.

We see life - and death - as a journey to be made in the company of others. We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

### **Public benefit**

The Charity Commission states that there are two tests that must be passed to meet the definition of providing public benefit: firstly, there must be an identifiable benefit or benefits; secondly the benefit(s) must be to the public or a section of the public.

The Trustees have given due consideration to the Charity Commission's general guidance on public benefit and are satisfied that the aims and objectives of the Charity, as set out in its Articles of Association and described in its mission, vision, values and philosophy of care statements, and its activities, as described in this report, demonstrate that the Hospice satisfies these two tests.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

### STRATEGIC REPORT

### Achievement and performance

### **Strategic Goals**

The Hospice provides services to five key target populations, as set out in its Strategic Plan (2019 -2024). These are:

- People at the very end of life
- People living with a life-limiting condition
- People who provide care informally to people living with a life-limiting condition
- People who have been bereaved by the death of someone with a life-limiting condition
- The general public, because we want to break the taboo over talking about, and responding to, death, dying, grief and loss.

### People at the very end of life

### Looking back

We support people at the very end of life in our In-patient Unit. In 2020/21 65 people died on the Unit (36% of total admissions), compared to 123 in the previous year (55% of total admissions). It is likely that the restrictions we had to place on visiting to manage the Coronavirus pandemic and the reduction in people coming forward to the NHS for diagnostic tests, were significant factors in this drop. We were also pro-active in discharging people home if we could, in order to mitigate the risks posed by Covid-19. This reflects the national picture, with deaths at home rising by a third in 2020 while deaths in hospital fell (other than for the deaths due to Covid-19).

The cost of providing end of life care was £669,065 (2019/20: £902,787). The reduction in cost reflects the reduced percentage of admissions for end of life care.

We are beginning to be able to report on the impact of our work on this target population in the Unit.

In addition, we are playing an increasing role in supporting people to die well at home, if that is their choice, through the work of our Palliative Care Consultant who supports the Macmillan Team working in North Durham.

We were successful in advancing an end of life care pathway for people with dementia.

Our plans to study the use of analgesics and sedatives across the Hospice movement and to raise the capital funding required for an extended IPU had to be put on hold because of the pandemic.

# Looking forward

- We will continue to use insights from measuring our outcomes to inform performance improvement.
- We will work with Northumbria University to analyse data on prognostication to try and answer the question, can we get better at predicting when death is likely to occur.
- We will play an active role in the development of a new Palliative and End of Life Care strategy for County Durham, focusing on achieving a good death for more people.
- We will continue to promote equitable access to the Hospice for end of life care, particularly among groups who have historically not accessed Hospice care.
- We will continue to explore the feasibility of Project Grow, a project to increase the number of specialist palliative care beds in County Durham.

# People Living with a Life-limiting Condition

# Looking Back

During the year, 115 people were discharged from the IPU of those admitted (64% of total admissions). We suspended admissions to the Living Well Centre as part of our response to Covid19, undertaking regular well-being calls with our guests. Between the beginning of May 2020 and April 2021, 3,688 such calls were made.

The cost of providing palliative care was £1,510,700, an increase on the previous year (£1,332,191). This increased spending reflected the change in the percentage of people receiving symptom control on IPU.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

Progress with developing mypals, our web-based volunteer management tool, was put on hold during the year as was progression with the Countywide Palliative and End of Life Care Strategy and establishing a baseline of outcome monitoring in the Living Centre.

We did, however, see some data emerging from our outcome measurement. We know that 72% of our patients felt more at peace after being with us and 80% experienced a decrease in pain. The data continues to suggest that even though people inevitably become less well as they approach death, they still experience a decrease in their symptoms thanks to the care and support we provide.

### Looking Forward

- We will continue to use insights from measuring our outcomes to inform performance improvement.
- We will work with Northumbria University to analyse data on admissions and discharges to IPU to try and identify how we can maximise the impact of our services.
- We will play an active role in the development of a new Palliative and End of Life Care strategy for County Durham, focusing on achieving a good death for more people.
- We will continue to embed a rehabilitative approach across our services

### People who provide care informally to people living with a life-limiting condition

### Looking Back

The development of our services for carers was impacted unhelpfully by the pandemic. However, the pandemic made us even more aware of the reliance we place as a society on informal care. In particular, we saw how people caring for people with dementia were placed under immense strain as the disease progressed but access to services was limited. The dementia team made 1,615 well-being calls to carers.

The cost of providing support to people providing care informally was £48,730 a reduction on the previous year (£107,047).

We continued to develop our partnership with Durham Carers.

We had made a bid to a new Government Carers Innovation Fund. However, this Fund closed without making any grants as the money allocated was re-directed to tackle the Covid-19 crisis.

### Looking Forward

We will establish a baseline measure of "carer burden" and implement interventions aimed at increasing support for carers and reducing carer burden.

### People who have been bereaved by the death of someone with a life-limiting condition

### Looking Back

As with most of our face-to-face services, we had to suspend face-to-face bereavement counselling and much of the work of the counselling team was focussed on trying to help mitigate the visiting restrictions on IPU which, without the support of the Family Support Team, would have had a negative impact on anticipatory grief. In all the Family Support Team made 5,507 well-being calls over the year.

The cost of providing family support was £64,065 ( $2019/20 \pm 96,422$ ). The reduction in cost was due to freezing vacant posts to reflect the change in working pattern.

We were commissioned by the Local Authority to provide a train the trainer course to school support staff to assist them prepare teachers for the return of children to school in September 2020. The aim was to better prepare teachers to deal with the grief and loss that many children will have experienced over the last year.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

### Looking Forward

We will recruit to the vacant post of Bereavement Support Team Leader, who will play a key role in broadening what we offer to people beyond specialist counselling into peer support, training and other forms of support.

The general public, because we want to break the taboo over talking about, and responding to, death, dying, grief and loss.

Looking Back

We took our Everything in Place course online in response to the pandemic and learned lots along the way and all our training materials are now available digitally. We provided four courses to 43 people and assisted a further 85 people through one-to-one support.

The cost of providing our Everything in Place project was £63,116 (2019/20 £46,702).

We piloted our first train the trainer course in partnership with Marie Curie in Newcastle. This is part of our plan to extend the impact of the Everything in Place course significantly by licensing trainers to deliver it in other parts of the country. This plan was further supported by the opportunity to build a social media platform for course participants and trainers, with funding from the North East Social Tech Fund (a grant of £10,000 which was the main reason that the cost of the service rose from last year to this.) This is part of a wider capacity building programme to identify how technology can help us to increase our impact.

### Looking Forward

We will evaluate the pilot train the trainers programme and whether remote trainers are able to deliver a programme on their own, with support from us, remotely.

We will also continue to develop our community outreach work, and in particular explore partnership opportunities with the Lowes Barn Group who are building a new community centre near the entrance to the Hospice and with the University.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

### STRATEGIC REPORT

### Financial review

### **Financial position**

The Hospice has continued to develop services in spite of the financial constraints arising from several years of austerity. However, the financial year 2020/21 was a highly unusual one.

In the year under review, income increased by 13% whereas expenditure decreased very slightly. Although our income from fundraising and training declined considerably as we complied with the lockdowns introduced across the year, Government support funding replaced this. This support included the Government's Job Retention Scheme, support grants for retail businesses that were required to close, and a specific grant to ensure that Hospice beds remained available.

This Government support plus the support from our local community through an urgent appeal launched in September, and the generous support of a number of Trusts, meant that we are able to record a small operating surplus of £48,080. This, together with gains on our investments meant that net income over the year was £184,067.

In the year the charitable company benefitted from a positive net cash inflow of £547,352, this followed a cash outflow in the prior year of £578,678. The reasons for the cash inflow in this period are twofold.

Firstly, legacies which were accrued as income at 31 March 2020 were paid to the charitable company in year ended 31 March 2021. Secondly, the charitable company was in receipt of funding relating to the year ended 31 March 2022 prior to 31 March 2021. This income will be recognised as revenue in the Statement of Financial Activities in the year to 31 March 2022.

In spite of the pandemic, the launch of the St Cuthbert's Lottery (the Win Win Lottery) went ahead and it is pleasing to see it bringing in income. This also gave us an opportunity to consider more broadly how technology can support our income generation.

The Trustees will continue to set a deficit budget for the next few years as they draw on the Public Health designated fund to meet the strategic goals they have identified.

The Trustees budget for legacy income over a 5 year cycle and remain content that this is a reasonable way to manage legacy income, which can fluctuate significantly year-to-year.

The Hospice continues to benefit from the generous support of the community of County Durham and some national funders to enable the delivery of services which remain free of charge to those who need them.

The Trustees also went ahead with their plan to create a new post of Head of Income Generation. Laura Barker was appointed to this post and joined the Hospice Senior Management Team. Her objectives are:

- Review our income generation structure to ensure it is fit for purpose.
- Learn the early lessons from establishing the Win Win lottery, particularly in relation to active management of financial targets, the role of digital marketing, and the impact of face to face fundraising.
- Focus less resource on Hospice-led events and more resource on community fundraising.

### **Principal funding sources**

Principal funding sources are detailed in the attached Statement of Financial Activities on page 17. Expenditure is monitored on a regular basis to ensure that funds are utilised in supporting the key objectives of the Hospice.

# Investment policy and objectives

The Board undertakes a quarterly review of investments held on behalf of the Hospice and assesses these investments on the basis of a prudent investment strategy for income and long term growth. They have appointed Rathbones to manage their investments and advise on how best to achieve the aims of the Investment Policy.

The Board is confident that with the continued strong financial management and income generation activities, the Hospice will be able to meet the challenges of providing specialist palliative care and will continue to manage finances on a prudent basis.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

#### STRATEGIC REPORT

### Financial review

### Reserves policy

The Board has established a policy of expending the resources of the Charity to benefit those who need our services within a reasonable time period.

However, Trustees regularly review the key financial risks that the Charity faces and ensures that there is sufficient money in reserve in order to help us manage the impact if one or more of these risks were to occur. The most significant risks are a change to the NHS contract, a reduction in fundraising and unplanned maintenance on the Hospice building. However, the careful management of these risks have encouraged the Trustees to lower their reserves target.

On the basis of this review the Trustees have agreed that the amount the Group needs to hold in reserve to be sustainable is £739,557 excluding money held in the Goal 2 and Goal 5 designated funds. This equates to just over 2 months of running costs.

The Trustees recognise that, as a general principle, prudent practice would be to have at least three months of running costs in reserve. Based on the agreed budget for 2021/22 this would be £939,026.

The Trustees have therefore agreed to set the reserves level at the higher of these two figures, £939,026.

The Balance Sheet shows total unrestricted free reserves of £1.95m at 31 March 2021. Excluding the designated funds, this amount reduces to £825,895. Trustees have agreed to add to the Maintenance Fund and the General Fund over time in order to bring the reserves up to the agreed level. It is anticipated that, as long as the overall balance sheet remains healthy, this should be done by designating legacy income wherever possible. However, if it becomes necessary, the Trustees will identify a plan to achieve the desired level of free reserves.

We will undoubtedly tap into these reserve in 2021/22 as we gradually build up fundraising income again and the Government support we received in 2020/21 stops.

### Going concern

After making appropriate enquiries, the Trustees have an expectation that the charity has adequate resources to continue delivering services for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing financial statements.

### **Designated funds**

The Charity has three designated funds:

- The Fixed Asset Fund which represents the amount of money tied up in fixed assets and therefore not available for general use.
- The Maintenance Fund, which is an amount held in respect of the property we own or manage and is used for property maintenance over and above the normal day-to-day maintenance.
- Goal 5 Public Health Fund, which is an amount designated from legacy income to fund the expansion of the Living Well Centre.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

STRATEGIC REPORT Financial review Human Resources Review

People (staff and volunteers) who share our values and are committed to the mission and vision of the Hospice are a vital part of the success and sustainability of the Hospice.

Staffing levels have remained broadly stable. The slight reduction in the average number of employees from 2020 is because of holding vacancies open, rather than the deletion of posts.

The rise in key management personnel compensation recognises the first full year of our Palliative Consultant and Medical Director being in post.

We are unable to report any meaningful figures for volunteering this year as most of our volunteers had to step down from their roles because of the pandemic.

We completed the introduction of a new workforce management database (StaffCare) during the year which will support improved efficiency and strengthen our governance arrangements.

We were unable to run a values programme, as planned, or to develop a new volunteer management resource as we intended, because the pandemic.

We were also pleased to be awarded the Better Health Award again, at Continuing Excellence level, in recognition of the work we do to support the physical and mental well-being of our staff. We were also pleased to be recognised as a Disability Confident employer, in recognition of our commitment to inclusion and diversity.

### **Governance Review**

We have adopted the Charity Governance Code as a benchmark of good practice. During the year we completed a review of our governance framework against the key lines of enquiry of the Care Quality Commission. In particular, we did a focussed review of our approach to risk management and made some changes to try and ensure that our approach to risk did not see us rejecting opportunities to increase public benefit.

Because of the pandemic, all Trustee meetings moved online and this was achieved successfully.

We investigated the feasibility of moving to Microsoft 365 but decided against proceeding on the grounds of cost.

In the year ahead we will complete a health and safety audit, engaging an external consultant to complete this for us and create an action plan to further evidence our commitment to making the Hospice a safe place to work, visit and receive services.

We also intend to convert the organisation from a Registered Charity and Company Limited by Guarantee to a Charitable Incorporated Organisation. This will further streamline our governance processes.

In response to the declaration of a climate emergency, we will promote our commitment to environmental sustainability.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

#### STRATEGIC REPORT

### Principal risks and uncertainties

The Trustees have approved a risk register which is updated at least annually. The identified risks are carefully monitored and appropriate policies, procedures, operating practices and staff development processes are put in place to minimise the likelihood of the risks occurring and appropriate insurances and plans are in place to control the impact if any risks do occur.

The main risks which the Trustees monitor are:

- Risks to the safety of our patients. These are monitored through the Clinical Governance Committee.
- Risks to our sustainability, given the pressure on public finances and our reliance on voluntary income. These are monitored through the Finance and Strategy Committees.
- Risks associated with employing staff and deploying volunteers. These risks are monitored through the HR Committee.
- Risks to our reputation which would impact on the confidence people would have in using our services and the willingness of the public to support our work through fundraising and volunteering. These risks are managed across the Hospice's activities.

### STRUCTURE, GOVERNANCE AND MANAGEMENT

### **Governing document**

St Cuthbert's Hospice is a charitable company limited by guarantee and does not have share capital. It is governed by its Articles of Association, most recently amended in 2016.

It is registered as a Charity with the Charities Commission. The Trustees, collectively called the Board of Directors, are elected members of the Company. Those who served during the year are named on page 12. The subscribers to the Articles of Association and others the Board of Directors admits to membership are members of the Company and either sign a written consent to become a member or sign the register of members on becoming a member.

In the event of the Charity being wound up, the liability of each member is limited to £10.

### Recruitment and appointment of new trustees

The Board of Directors appoints members to either fill a vacancy or as an addition to the existing members up to a maximum of 15 members. One third of its members retire each year at the AGM in rotation, and are eligible for re-election. After 9 years continuous service, they are eligible for re-election only after a 12 month gap in service.

The Board elects a Chairman for a minimum period of three years.

### **Organisational structure**

The Board of Directors administers the Charity. It meets quarterly and there are 6 sub-committees of the Board. These are: Finance, Human Resources, Clinical Governance, Strategy, Governance Review and a Search Committee responsible for the recruitment of new Trustees. The Board has also established an additional committee to govern the decision-making regarding the possibility of expanding the Hospice. This is a time-limited Committee and will be disbanded once the associated "Project Grow" is completed.

A Chief Executive is appointed by the Trustees to manage the day to day operations of the Charity.

### **Induction and training of new trustees**

All new Board members participate in an induction programme so that they understand their powers and responsibilities.

### **Key management remuneration**

Remuneration of the CEO and members of the Senior Management Team is determined by the Board of Trustees, which delegates responsibility for recommending SMT salaries to the Human Resources Committee (HRC). The HRC is also responsible for determining and recommending to the Board the policy for remuneration and reward of employees at the Hospice, the pay structure for all employees and the level of any annual cost of living increase, taking into account appropriate benchmarks (including NHS rates for clinical staff and other comparator Hospices) and prevailing inflation rates. In addition, the HRC is responsible for monitoring the effectiveness of all remuneration, terms and conditions policies and keeping them under appropriate review.

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

# STRUCTURE, GOVERNANCE AND MANAGEMENT Related parties

The Hospice is a member of North East Hospice Lottery Limited.

The Hospice has a subsidiary company, The Park House Company Durham Ltd. The year began with another subsidiary company in place, mypals Limited but this was removed from the Register of Companies in 2021. Both companies were dormant during the year.

### Risk management

The Board of Directors addresses its responsibilities for managing the risks faced by the Hospice through its Committee structure, which key members of staff also attend, and results in policies and procedures to mitigate risks and enable the delivery of quality services which comply with current legislation. The Trustees have approved, and regularly review, a register of the main risks faced by the Charity and use this as a basis for planning actions to remove, control or mitigate the identified risks.

### **Fundraising**

The Hospice abides by the Code of Fundraising Practice. The Hospice does not engage third-party fundraisers to contact donors or potential donors. The Hospice does not sell contact details of donors. During the year there was no non-compliance of the Code of Fundraising Practice and the Hospice received one complaint relating to its fundraising practice.

With the establishment of the new Win Win Lottery the Hospice has, for the first time engaged in direct marketing by telephone and door to door canvassing. It has done this through the activity of employed staff who are recruited because they share the values of the Hospice and can be relied upon to implement the Hospice's policies and procedures, which are in accordance with ethical fundraising. Prior to commencing these activities, new fundraising procedures and training for staff were developed to ensure that St Cuthbert's continues to work in accordance with the highest standards of good practice.

# REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

02208426 (England and Wales)

# **Registered Charity number**

519767

### Registered office

Park House Road Merryoaks Durham Co. Durham DH1 3QF

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

### **Trustees**

Ms A Lamb Chair

K Whitfield (resigned 12/11/2020)

J Graydon

Mrs S Chapman

Mrs S Ruskin Treasurer (until March 2020)

Dr A Galloway

Mrs J Brown

I Dewhirst

Dr J McMichael

Dr P Flanagan

S P Jefferson

Mrs G L MacArthur

J Davison

Dr C L O'Donnell

Mrs N Hutchinson

G C McPherson (Co-opted until 12/11/2020; appointed 12/11/2020; appointed as Treasurer March 2021)

# Officers of the Company

Chief Executive

Head of Clinical Services manager and Deputy Chief Executive

Medical Director

Head of Human Resources Head of Retail Operations

Head of Income Generation Head of Enabling Services

### VAT registration number

997 3057 70

### **Registered with Care Quality Commission**

### **Company Secretary**

Mrs S J Corney

# **Senior Statutory Auditor**

David Holloway BA FCA DChA

### **Auditors**

Ribchesters Group Limited,

**Chartered Accountants** 

and Registered Auditors

Finchale House

Belmont Business Park

Durham

DH1 1TW

### SERIOUS INCIDENTS

A serious incident is one which could cause a significant loss of funds or risk to a charity's property, work, beneficiaries or reputation. Trustees of charities with an income over £25k must sign a declaration as part of their annual return to the Charities Commission stating there are no serious incidents relating to the charity over the previous year that they neglected to inform the Commission of.

The Trustees confirm that there have been no serious incidents to report.

Paul Marriott Allison Welsh

Professor Tim Morgan

Karen Grigg (Until September 2020) Marcia Leathard (Until September

2020)

Laura Barker (From October 2020)

Vacant

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

### STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of St. Cuthbert's Hospice Durham for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

In addition to this report, the Trustees are also statutorily required to produce a Quality Account which records what the Hospice has done to continue to improve the quality of the clinical services it offers as well as stating its future plans for quality improvement. This report is available on the Hospice website and on the website of the Department of Health.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 23 September 2021 and signed on the board's behalf by:

Ms A Lamb - Trustee	

# REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ST. CUTHBERT'S HOSPICE DURHAM

### **Opinion**

We have audited the financial statements of St. Cuthbert's Hospice Durham (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

# Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

# REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ST. CUTHBERT'S HOSPICE DURHAM

### Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

### Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

# REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ST. CUTHBERT'S HOSPICE DURHAM

### Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We undertake the following procedures to identify and respond to these risks of non-compliance:

- Understanding the key legal and regulatory frameworks that are applicable to the Charitable Company. We communicated identified laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit. We determined the most significant of these to be financial reporting legislation, taxation legislation, health and safety, and employment law.
- Enquiry of trustees and management as to policies and procedures to ensure compliance and any known instances of non-compliance.
- Review of board minutes and correspondence with regulators.
- Enquiry of trustees and management as to areas of the financial statements susceptible to fraud and how these risks are managed.
- Challenging management on key estimates, assumptions and judgements made in the preparation of the financial statements. These key areas of uncertainty are disclosed in the accounting policies.
- Identifying and testing unusual journal entries, with a particular focus on manual journal entries.

Through these procedures, we did not become aware of actual or suspected non-compliance.

We planned and performed our audit in accordance with auditing standards but owing to the inherent limitations of procedures required in these areas, there is an unavoidable risk that we may not have detected a material misstatement in the accounts. The further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve concealment, collusion, forgery, misrepresentations, or override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

### Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

David Holloway BA FCA DChA (Senior Statutory Auditor)
for and on behalf of Ribchesters Group Limited,
Chartered Accountants
and Registered Auditors
Finchale House
Belmont Business Park
Durham
DH1 1TW

Date: .....

# STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

INCOME AND ENDOWMENTS FROM Donations and legacies	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £ 674,295
	_	-,,		-,,,	,_,
Charitable activities End of Life Care Palliative Care Carer Support Bereavement Support Public Health	5	425,133 757,104 24,365 31,165 1,026	- - -	425,133 757,104 24,365 31,165 1,026	653,720 531,480 30,107 24,633
Tuble Heath		1,020		1,020	
Other trading activities Investment income Other income	3 4	462,294 21,578 11,945	- - 	462,294 21,578 11,945	1,030,772 51,598 16,028
Total		2,780,159	611,161	3,391,320	3,012,633
<b>EXPENDITURE ON</b> Raising funds	6	983,887	-	983,887	959,589
Charitable activities End of Life Care Palliative Care Carer Support Bereavement Support Public Health	7	470,517 1,125,392 33,247 44,382 63,269	198,548 388,577 15,585 19,836	669,065 1,513,969 48,832 64,218 63,269	902,202 1,332,191 107,047 96,422 46,702
Total		2,720,694	622,546	3,343,240	3,444,153
Net gains/(losses) on investments		135,987		135,987	(14,128)
NET INCOME/(EXPENDITURE)		195,452	(11,385)	184,067	(445,648)
RECONCILIATION OF FUNDS					
Total funds brought forward		5,302,948	33,447	5,336,395	5,782,043
TOTAL FUNDS CARRIED FORWARD		5,498,400	22,062	5,520,462	5,336,395

# ST. CUTHBERT'S HOSPICE DURHAM (REGISTERED NUMBER: 02208426)

# BALANCE SHEET 31 MARCH 2021

		Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	Notes	£	£	£	£
FIXED ASSETS	11000	~	~	~	~
Tangible assets	13	3,545,558	-	3,545,558	3,668,184
Investments	14	2		2	3
		3,545,560	-	3,545,560	3,668,187
CURRENT ASSETS					
Stocks	15	5,526	-	5,526	8,162
Debtors	16	482,508	-	482,508	372,929
Investments	17	1,033,812	-	1,033,812	825,029
Cash at bank and in hand		913,519	22,062	935,581	597,012
		2,435,365	22,062	2,457,427	1,803,132
<b>CREDITORS</b> Amounts falling due within one year	18	(482,525)	-	(482,525)	(134,924)
NET CURRENT ASSETS		1,952,840	22,062	1,974,902	1,668,208
TOTAL ASSETS LESS CURRENT LIABILITIES		5,498,400	22,062	5,520,462	5,336,395
NET ASSETS		5,498,400	22,062	5,520,462	5,336,395
FUNDS	20				
Unrestricted funds				5,498,400	5,302,948
Restricted funds				22,062	33,447
TOTAL FUNDS				5,520,462	5,336,395

The financial statements were approved by the Board of Trustees and authorised for issue on 23 September 2021 and were signed on its behalf by:

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# CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2021

Notes	2021 £	2020 £
notes	I.	r
Cash flows from operating activities		
Cash generated from operations 1	543,511	(607,284)
Net cash provided by/(used in) operating activities	543,511	(607,284)
Cash flows from investing activities		
Purchase of tangible fixed assets	(15,109)	(15,995)
Sale of tangible fixed assets	5,019	4,629
Interest received	3,766	5,299
Dividends received	17,812	46,299
Portfolio management fees	(7,647)	(11,626)
Net cash (used in)/provided by investing activities	3,841	28,606
Change in cash and cash equivalents in the reporting period	547,352	(578,678)
Cash and cash equivalents at the beginning of the reporting period	1,422,041	2,000,719
Cash and cash equivalents at the end of the reporting period	1,969,393	1,422,041

# NOTES TO THE CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2021

# 1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

V	2021	2020
	£	£
Net income/(expenditure) for the reporting period (as per the		
Statement of Financial Activities)	184,067	(445,648)
Adjustments for:		
Depreciation charges	133,935	133,219
Profit on disposal of fixed assets	(1,218)	-
Interest received	(3,766)	(5,299)
Dividends received	(17,812)	(46,299)
Portfolio management fees	7,647	11,626
Decrease/(increase) in stocks	2,636	(1,639)
Increase in debtors	(109,579)	(213,734)
Increase/(decrease) in creditors	347,601	(39,510)
Net cash provided by/(used in) operations	543,511	(607,284)

# NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

### 1. ACCOUNTING POLICIES

### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

### Restatement of Comparatives in The Statement of Financial Activities

In the year ended 31 March 2020 the Trustees undertook a review of the descriptions of charitable activities which are included in the SOFA. That review concluded that the descriptions which were previously used did not align directly with the Charity's new Strategic Plan. The descriptions of charitable activities were therefore updated to reflect the position and the comparatives - year ended 31 March 2019 – were adjusted for consistency. This also meant that the method of apportionment of certain support costs was changed with an associated amendment to the comparative figures.

These adjustments do not impact upon Total Income, Total Expenditure or Net Income.

### Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

### Legacies

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made to the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed where material.

Should the charity be notified of a legacy subsequent to the accounting reference date but before the date of approval of the accounts and evidence exists which suggests that the executors of the estate agreed the distribution prior to the end of the reporting period and receipt of the legacy is deemed to be probable then that receipt will be recognised as income in that accounting period.

### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

### **Raising funds**

The costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shops.

### Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

### **Governance costs**

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

Page 21 continued...

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

### 1. ACCOUNTING POLICIES - continued

### Allocation and apportionment of costs

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on the basis of time spent.

### Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold land and buildings - 2% on cost

Leasehold improvements - straight line basis over term of lease

Fixtures and fittings - 20% on cost Motor vehicles - 20% on cost Computer equipment - 25% on cost

The company's accounting policy is to depreciate freehold buildings where the building has;-

- i) a predictable useful economic life, and
- ii) an estimated residual value below cost.

### **Stocks**

Stock purchased is valued at the lower of cost or net realisable value. Stock gifted to the Charity shops has no cost value to the Hospice and is not accounted for.

#### **Taxation**

The charity is exempt from corporation tax on its charitable activities.

### **Fund accounting**

Funds held by the charity are either:

Unrestricted funds - these are funds which can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

### **Operating leases**

Payments made for leases regarded as operating leases are charged to the profit and loss account on a straight-line basis over the terms of the lease.

### Pension costs and other post-retirement benefits

The company contributes to a defined contribution pension scheme for certain employees and to The NHS Pension Scheme, which is a defined benefit scheme. The assets and liabilities of this scheme are held outside of this charitable company's balance sheet. Pension contributions are charged to the income and expenditure account to spread the cost of the pensions over the employees working lives.

### **Investments**

Investments are held at market value at the balance sheet date. Realised and unrealised gains or losses are accounted for in the relevant fund.

### **Financial instruments**

The company has elected to apply the provisions of section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Page 22 continued...

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

### 1. ACCOUNTING POLICIES - continued

Financial instruments are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

### Classification of financial liabilities

Financial liabilities and equity instruments are classified according to substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

### **Basic financial liabilities**

Basic financial liabilities, including creditors, bank loans, other loans, and preference shares that are classified as debt, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

### 2. DONATIONS AND LEGACIES

	2021 £	2020 £
Donations and gifts	539,276	358,257
Legacies	126,217	250,515
Grants	983,477	57,783
Donated services and facilities	7,740	7,740
	1,656,710	674,295

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# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 2. DONATIONS AND LEGACIES - continued

Grants received, included in the above, are as follows:

		2021	2020
		£	£
	The Percy Bilton Charity	=	3,248
	Big Lottery Fund	58,441	33,538
	St Michael's Healing Home Trust	-	250
	The Rothley Trust	-	1,000
	Durham County Council	10,000	-
	Durham City Parish Council	1,750	1,500
	Masonic Bereavement Support	-	18,247
	Hospice UK	534,377	-
	Albert Hunt	2,000	-
	Chester-le-Street AAP	202	-
	COVID 19 Support grants	362,318	-
	Individual Donors	4,389	-
	North East Social Tech Fund	10,000	
		983,477	57,783
3.	OTHER TRADING ACTIVITIES		
		2021	2020
		£	£
	Fundraising activities	144,317	323,893
	Charity shop sales	191,778	628,002
	Room hire & catering	-	957
	North East Hospices Lottery Limited	65,899	77,920
	St. Cuthbert's Hospice Lottery	60,300	
		462,294	1,030,772
4.	INVESTMENT INCOME		
		2021	2020
		£	£
	Interest received	3,766	5,299
	Dividends received	17,812	46,299
		21,578	51,598

Page 24 continued...

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 5. INCOME FROM CHARITABLE ACTIVITIES

6.

County Durham NHS County Durham NHS Durham County Council County Durham NHS County Durham NHS Durham County Council County Durham NHS North East Social Tech Fund	Activity End of Life Care Palliative Care Social Work Team Social Work Team Bereavement Support Bereavement Support Everything in Place Everything in Place	2021 £ 425,133 757,104 - 24,365 31.165 - 1,026 10,000 1,248,793	2020 £ 653,720 531,480 22,444 7,663 6,270 18,363
RAISING FUNDS			
Raising donations and legacies  Staff costs Support costs		2021 £ 311,246 64,149 375,395	2020 £ 233,578 60,617 294,195
Other trading activities		2021	2020
Purchases Staff costs Charity shops rent Property and other expenses of ch Support costs	narity shops	£ 85,063 243,624 75,293 42,912 153,953 600,845	£ 110,844 254,624 86,220 56,601 145,479
Investment management costs		2021	2020
Portfolio management		£ 	£ 11,626
Aggregate amounts		983,887	959,589

Page 25 continued...

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 7. CHARITABLE ACTIVITIES COSTS

8.

Bank charges

Social security

Pensions

Wages and salaries

non audit services

Auditors' remuneration

Auditors' remuneration for

			Support	
		Direct	costs (see	
		Costs	note 8)	Totals
		£	£	£
End of Life Care		534,040	135,025	669,065
Palliative Care		1,242,513	271,456	1,513,969
Carer Support		40,007	8,825	48,832
Bereavement Support		51,517	12,701	64,218
Public Health		40,392	22,877	63,269
		1,908,469	450,884	2,359,353
SUPPORT COSTS				
			Governance	
		Management	costs	Totals
		£	£	£
Raising donations and legacies		60,947	3,202	64,149
Other trading activities		146,268	7,685	153,953
End of Life Care		129,106	5,919	135,025
Palliative Care		257,929	13,527	271,456
Carer Support		8,403	422	8,825
Bereavement Support		12,067	634	12,701
Public Health		22,243	634	22,877
		636,963	32,023	668,986
Support costs, included in the above, are	e as follows: Raising			
	donations	Other		
	and	trading	End of	Palliative
	****	activities	Life Care	
	legacies £	£	£	Care £
Wagas and salarias	39,999	96,000	73,920	168,959
Wages and salaries Social security	3,158	7,579	5,836	13,339
Pensions	3,136 1,671	4,008	3,086	7,055
Legal fees	82	195	150	343
Computer and admin costs	7,247	17,391	24,682	30,800
Staff and volunteer training	511	1,225	944	2,357
Hospice running costs	7,261	17,424	15,215	30,772
D 1 1	1,201	2.446	5.272	1.204

1,018

1,506

147

74

699

776

64,149

Page 26 continued...

2,446

3,615

351

180

1,680

1,859

153,953

5,273

2,784

271

139

1,294

1,431

135,025

4,304

6,363

618

317

2,957

3,272

271,456

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 8. SUPPORT COSTS - continued

DOLLOWI CODID - Commuce					
				2021	2020
	Carer	Bereavement	Public	Total	Total
	Support	Support	Health	activities	activities
	£	£	£	£	£
Wages and salaries	5,280	7,920	7,920	399,998	375,282
Social security	417	625	625	31,579	30,482
Pensions	220	331	331	16,702	18,409
Legal fees	11	16	16	813	-
Computer and admin costs	1,315	1,435	11,611	94,481	75,005
Staff and volunteer training	67	101	101	5,306	7,957
Hospice running costs	958	1,437	1,437	74,504	90,744
Bank charges	135	202	202	13,580	13,231
Wages and salaries	199	298	298	15,063	11,867
Social security	19	29	29	1,464	1,142
Pensions	10	15	15	750	409
Auditors' remuneration	92	139	139	7,000	7,000
Auditors' remuneration for					
non audit services	102	<u>153</u>	153	7,746	5,231
	8,825	12,701	22,877	668,986	636,759

# 9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Auditors' remuneration	7,000	7,000
Auditors' remuneration for non audit services	7,746	5,231
Depreciation - owned assets	133,934	133,218
Other operating leases	75,293	86,220
Surplus on disposal of fixed assets	(1,218)	-

### 10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

# Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

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# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 11. STAFF COSTS

STAFF COSTS		
	2021	2020
	£	£
Wages and salaries	2,289,904	2,260,929
Social security costs	192,173	187,032
Other pension costs	129,116	129,554
	2,611,193	2,577,515
The average monthly number of employees during the year was as follows:		
	2021	2020
Caring	60	68
Fundraising/shops	30	28
Administration/operations	18	17
	108	<u>113</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded  $\pounds60,000$  was:

	2021	2020
£80,000 - £89,999	1	1
£90,000 - £99,999	-	1
£120,000 - £129,999	1	
	2	2

Key Management Personnel compensation in the year to 31 March 2021 was £348,901 (2020: £238,362).

### 12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM	r	I.	r
Donations and legacies	599,152	75,143	674,295
Charitable activities			
End of Life Care	653,720	-	653,720
Palliative Care	531,480	-	531,480
Carer Support	30,107	-	30,107
Bereavement Support	24,633	-	24,633
Other trading activities	1,030,772	-	1,030,772
Investment income	51,598	-	51,598
Other income	16,028		16,028
Total	2,937,490	75,143	3,012,633
EXPENDITURE ON Poining funds	050 597	2	050 590
Raising funds	959,587	2	959,589
Charitable activities			
End of Life Care	883,822	18,380	902,202
Palliative Care	1,272,929	59,262	1,332,191
Carer Support	90,664	16,383	107,047

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# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

12.	COMPARATIVES FOR THE STATEMENT OF FINANCIA	AL ACTIVITIE	S - continued	
		Unrestricted funds £	Restricted funds £	Total funds £
	Bereavement Support Public Health	78,813 46,539	17,609 163	96,422 46,702
	Total	3,332,354	111,799	3,444,153
	Net gains/(losses) on investments	(14,128)		(14,128)
	NET INCOME/(EXPENDITURE)	(408,992)	(36,656)	(445,648)
	RECONCILIATION OF FUNDS			
	Total funds brought forward	5,711,937	70,106	5,782,043
	TOTAL FUNDS CARRIED FORWARD	5,302,945	33,450	5,336,395
13.	TANGIBLE FIXED ASSETS			
		Freehold land and buildings £	Leasehold improvements £	Fixtures and fittings £
	COST	ı.	ı.	ı.
	At 1 April 2020	4,419,489	93,589	171,531
	Additions Disposals	<del>_</del>	5,320 	9,789 (5,019)
	At 31 March 2021	4,419,489	98,909	176,301
	DEPRECIATION			
	At 1 April 2020	886,951	69,811	107,065
	Charge for year	74,877	15,398	29,079
	Eliminated on disposal			(1,218)
	At 31 March 2021	961,828	85,209	134,926
	NET BOOK VALUE			
	At 31 March 2021	3,457,661	13,700	41,375
	At 31 March 2020	3,532,538	23,778	64,466

# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 13. TANGIBLE FIXED ASSETS - continued

	Motor vehicles £	Computer equipment £	Totals £
COST			
At 1 April 2020	75,063	23,239	4,782,911
Additions	-	-	15,109
Disposals	<del>_</del>	<del>_</del>	(5,019)
At 31 March 2021	75,063	23,239	4,793,001
DEPRECIATION			
At 1 April 2020	33,421	17,479	1,114,727
Charge for year	11,441	3,139	133,934
Eliminated on disposal			(1,218)
At 31 March 2021	44,862	20,618	1,247,443
NET BOOK VALUE			
At 31 March 2021	30,201	2,621	3,545,558
At 31 March 2020	41,642	5,760	3,668,184

Included in cost or valuation of land and buildings is freehold land of £220,320 (2020 - £220,320) which is not depreciated.

### 14. FIXED ASSET INVESTMENTS

MARKET VALUE	Unlisted investment £
MARKET VALUE At 1 April 2020 Impairments	3 (1)
At 31 March 2021	2
NET BOOK VALUE At 31 March 2021	2
At 31 March 2020	3

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

# The Park House Company Durham Limited

Registered office:

Nature of business: Retail (Dormant)

Class of share: % holding Ordinary 100

Aggregate capital and reserves  $\begin{array}{cccc} 2021 & 2020 \\ \pounds & \pounds \end{array}$ 

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# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 14. FIXED ASSET INVESTMENTS - continued

	North East Hospices Lottery Limited Registered office: Nature of business: Operation of a lottery	%		
	Class of share:	holding		
	Ordinary	25		
			2021	2020
			£	£
	Aggregate capital and reserves		1	1
	Mypals Limited			
	Registered office:			
	Nature of business: Dormant			
		%		
	Class of share:	holding		
	Ordinary	100	2021	2020
			£	2020 £
	Aggregate capital and reserves		<i>&amp;</i> -	1
<b>15.</b>	STOCKS			
			2021	2020
	Stocks		£	£
	Stocks		5,526	8,162
16.	DEBTORS: AMOUNTS FALLING DUE V	VITHIN ONE YEAR		
			2021	2020
			£	£
	Trade debtors		290,299	12,760
	Other debtors		24,846	23,839
	Gift Aid VAT		16,137 9,828	14,492 7,240
	Prepayments and accrued income		141,398	314,598
	repayments and accraca messile		111,550	311,330
			482,508	372,929
			<del></del>	
17.	CURRENT ASSET INVESTMENTS			
			2021	2020
	Listed investments at market value		£ 3,242	£ 3,353
	Investment management fund		1,030,570	821,676
			1,033,812	825,029
			<del></del> -	

The market value of listed investments at 31 March 2021 was £1,033,812 (2020: £825,029).

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# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

#### 18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

CREDITORS. AMOUNTS FALLING DUE WITHIN ONE TEAR		
	2021	2020
	£	£
Trade creditors	18,549	33,768
Social security and other taxes	47,419	52,039
Other creditors	22,224	23,353
Accruals and deferred income	394,333	25,764
	482,525	134,924

#### 19. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

Within one year	2021 £ 80.260	2020 £ 78,613
Between one and five years	122,953	93,713
	203,213	172,326

### 20.

MOVEMENT IN FUNDS				
		Net	Transfers	
		movement	between	At
	At 1.4.20	in funds	funds	31.3.21
	£	£	£	£
Unrestricted funds				
General Fund	355,280	328,168	142,447	825,895
Fixed Asset Fund	3,668,183	(132,716)	10,090	3,545,557
Maintenance Fund	165,000	-	-	165,000
Goal 5 Public Health	25,405	-	(25,405)	-
Goal 2 Development Fund	1,089,080	-	(127,132)	961,948
	5,302,948	195,452	-	5,498,400
Restricted funds				
Big Lottery Fund	_	211	-	211
The Rothley Trust	243	(243)	-	-
Pharmacy Position	8,687	(7,600)	-	1,087
UPS Nurse Call System	6,284	(6,062)	-	222
IPU - Xmas Tree Fund	19	(19)	-	-
Persimmon Charity Foundation	1,000	(1,000)	-	-
Alan Smith	15,000	3,750	-	18,750
Masonic Bereavement Support	2,214	(2,214)	-	-
Albert Hunt	_	1,232	-	1,232
Chester-le-Street Area Action Partnership	_	202	-	202
LWC Xmas Gift Fund	-	358	-	358
	33,447	(11,385)		22,062
TOTAL FUNDS	5,336,395	184,067		5,520,462

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# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 20. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming	Resources	Gains and	Movement
	resources £	expended £	losses £	in funds £
Unrestricted funds	£	£	£	£
General Fund	2,780,158	(2,587,977)	135,987	328,168
Fixed Asset Fund	1	(132,717)	-	(132,716)
	2,780,159	(2,720,694)	135,987	195,452
Restricted funds				
Big Lottery Fund	35,236	(35,025)	-	211
The Rothley Trust	-	(243)	=	(243)
County Durham Community Foundation	10,000	(10,000)	=	-
Pharmacy Position	-	(7,600)	=	(7,600)
UPS Nurse Call System	1	(6,063)	=	(6,062)
IPU - Xmas Tree Fund	-	(19)	-	(19)
Persimmon Charity Foundation	-	(1,000)	-	(1,000)
Durham City Parish Council	1,750	(1,750)	-	-
Alan Smith	3,750	-	-	3,750
Masonic Bereavement Support	-	(2,214)	-	(2,214)
Big Lottery Coronavirus Fund	23,206	(23,206)	-	-
Hospice UK IPU Fund	534,377	(534,377)	-	-
Albert Hunt	2,000	(768)	-	1,232
Chester-le-Street Area Action Partnership	202	-	-	202
LWC Xmas Gift Fund	639	(281)		358
	611,161	(622,546)		(11,385)
TOTAL FUNDS	3,391,320	(3,343,240)	135,987	184,067

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# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 20. MOVEMENT IN FUNDS - continued

# Comparatives for movement in funds

	At 1.4.19	Net movement in funds	Transfers between funds	At 31.3.20
	£	£	£	£
Unrestricted funds				
General Fund	458,367	(275,770)	172,683	355,280
Fixed Asset Fund	3,790,011	(133,219)	11,391	3,668,183
Maintenance Fund	165,000	-	-	165,000
Goal 5 Public Health	60,069	-	(34,664)	25,405
Goal 2 Development Fund	1,238,490		(149,410)	1,089,080
	5 711 027	(400,000)		5 202 049
Restricted funds	5,711,937	(408,989)	-	5,302,948
Child Bereavement Suite	350	(250)		
	900	(350)	-	243
The Rothley Trust		(657)	-	243
County Durham Community Foundation	1,000	(1,000)	-	-
The William Webster Trust	3,000	(3,000)	-	-
Family Support Unit	1,117	(1,117)	-	-
Mypals Project	16,056	(16,056)	-	
Pharmacy Position	20,087	(11,400)	-	8,687
Impact Measurement Fund	8,058	(8,058)	-	-
UPS Nurse Call System	19,538	(13,254)	-	6,284
IPU - Xmas Tree Fund	-	19	-	19
Persimmon Charity Foundation	-	1,000	-	1,000
Alan Smith	-	15,000	-	15,000
Masonic Bereavement Support		2,214		2,214
	70,106	(36,659)		33,447
TOTAL FUNDS	5,782,043	(445,648)		5,336,395

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# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 20. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General Fund	2,937,490	(3,199,132)	(14,128)	(275,770)
Fixed Asset Fund	-	(133,219)	-	(133,219)
	2,937,490	(3,332,351)	(14,128)	(408,989)
Restricted funds				
Child Bereavement Suite	-	(350)	-	(350)
Big Lottery Fund	33,539	(33,539)	-	-
The Rothley Trust	1,000	(1,657)	-	(657)
County Durham Community Foundation	-	(1,000)	-	(1,000)
The Percy Bilton Charity	3,248	(3,248)	-	-
St Michael's Healing Home Trust	250	(250)	-	=
The William Webster Trust	=	(3,000)	-	(3,000)
Family Support Unit	-	(1,117)	-	(1,117)
Mypals Project	1	(16,057)	-	(16,056)
Pharmacy Position	=	(11,400)	-	(11,400)
Impact Measurement Fund	-	(8,058)	-	(8,058)
UPS Nurse Call System	-	(13,254)	-	(13,254)
Westfield Health	700	(700)	-	=
IPU - Xmas Tree Fund	116	(97)	-	19
BGL	342	(342)	-	-
Persimmon Charity Foundation	1,000	=	-	1,000
Coxhoe Ladies Club	100	(100)	-	=
Dr Vest	100	(100)	-	=
Durham City Parish Council	1,500	(1,500)	-	-
Alan Smith	15,000	-	-	15,000
Masonic Bereavement Support	18,247	(16,033)		2,214
	75,143	(111,802)		(36,659)
TOTAL FUNDS	3,012,633	(3,444,153)	(14,128)	(445,648)

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# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 20. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

		Net	Transfers	
		movement	between	At
	At 1.4.19	in funds	funds	31.3.21
	£	£	£	£
Unrestricted funds				
General Fund	458,367	52,398	315,130	825,895
Fixed Asset Fund	3,790,011	(265,935)	21,481	3,545,557
Maintenance Fund	165,000	-	-	165,000
Goal 5 Public Health	60,069	-	(60,069)	-
Goal 2 Development Fund	1,238,490		(276,542)	961,948
	5,711,937	(213,537)	-	5,498,400
Restricted funds				
Child Bereavement Suite	350	(350)	-	-
Big Lottery Fund	-	211	-	211
The Rothley Trust	900	(900)	-	-
County Durham Community Foundation	1,000	(1,000)	-	-
The William Webster Trust	3,000	(3,000)	-	-
Family Support Unit	1,117	(1,117)	-	-
Mypals Project	16,056	(16,056)	-	-
Pharmacy Position	20,087	(19,000)	-	1,087
Impact Measurement Fund	8,058	(8,058)	-	-
UPS Nurse Call System	19,538	(19,316)	-	222
Alan Smith	-	18,750	-	18,750
Albert Hunt	-	1,232	-	1,232
Chester-le-Street Area Action Partnership	-	202	-	202
LWC Xmas Gift Fund		358	<del></del>	358
	70,106	(48,044)		22,062
TOTAL FUNDS	5,782,043	(261,581)		5,520,462

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# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 20. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Gains and losses	Movement in funds
	£	£	£	£
<b>Unrestricted funds</b>			~	
General Fund	5,717,648	(5,787,109)	121,859	52,398
Fixed Asset Fund	1	(265,936)	, <u>-</u>	(265,935)
	5,717,649	(6,053,045)	121,859	(213,537)
Restricted funds				
Child Bereavement Suite	-	(350)	-	(350)
Big Lottery Fund	68,775	(68,564)	_	211
The Rothley Trust	1,000	(1,900)	_	(900)
County Durham Community Foundation	10,000	(11,000)	-	(1,000)
The Percy Bilton Charity	3,248	(3,248)	-	-
St Michael's Healing Home Trust	250	(250)	-	-
The William Webster Trust	-	(3,000)	-	(3,000)
Family Support Unit	-	(1,117)	-	(1,117)
Mypals Project	1	(16,057)	-	(16,056)
Pharmacy Position	-	(19,000)	-	(19,000)
Impact Measurement Fund	-	(8,058)	-	(8,058)
UPS Nurse Call System	1	(19,317)	-	(19,316)
Westfield Health	700	(700)	-	-
IPU - Xmas Tree Fund	116	(116)	-	-
BGL	342	(342)	-	-
Persimmon Charity Foundation	1,000	(1,000)	-	-
Coxhoe Ladies Club	100	(100)	-	-
Dr Vest	100	(100)	-	-
Durham City Parish Council	3,250	(3,250)	-	-
Alan Smith	18,750	-	-	18,750
Masonic Bereavement Support	18,247	(18,247)	-	-
Big Lottery Coronavirus Fund	23,206	(23,206)	-	-
Hospice UK IPU Fund	534,377	(534,377)	-	-
Albert Hunt	2,000	(768)	-	1,232
Chester-le-Street Area Action Partnership	202	=	-	202
LWC Xmas Gift Fund	639	(281)		358
	686,304	(734,348)		(48,044)
TOTAL FUNDS	6,403,953	(6,787,393)	121,859	(261,581)

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# NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

# 21. RELATED PARTY DISCLOSURES

During the year donations totalling £65,899 (2020: £77,920) were received from North East Hospices Lottery Limited, a company in which the charity owns 25% of the equity voting capital. Of this amount, £15,557 is included in accrued income.

### 22. ULTIMATE CONTROLLING PARTY

The charitable company is controlled by the Members of the Board of Trustees.